CAPPS HR/Payroll Service Requests (SRs) Report
Date of Report: 03/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		22
ELM		31
Employee Self Service (ESS)		5
ESS Employee Self-Service		1
HR Human Resources	Assessment	19
	Assigned	108
	Awaiting Customer	20
	In Development	5
	In Work	34
	Pending Prod Approval	1
	Rework	3
	System Test	1
HR Human Resources		191
Interfaces		10
Learn		5
Mgr Self Service (MSS)	Assessment	1
	Assigned	4
	Awaiting Customer	3
	In Work	3
Mgr Self Service (MSS)		11
MSS Manager Self-Service		1
Not Applicable		1
PeopleTools		5
Performance Mgmt		24
POS Position Control		5
PY Payroll	Assessment	12
	Assigned	52
	Awaiting Customer	14
	In Work	61
	System Test	3
PY Payroll		142
Recruiting		35
Reports		38
Security		21
SPRS Payroll		1
TL Time and Labor		148
Grand Total		697

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Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	6
Assessment	49
Assigned	339
Awaiting Customer	68
In Development	8
In Work	185
Pending Prod Approval	8
Rework	11
System Test	23
Grand Total	**697**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
Critical	HR Human Resources	2
Critical		**2**
High	CA Commitment Accounting	2
	ELM	2
	HR Human Resources	16
	Interfaces	2
	Not Applicable	1
	PeopleTools	1
	Performance Mgmt	5
	PY Payroll	23
	Recruiting	2
	Security	8
	TL Time and Labor	7
High		**69**
Medium		**339**
Low		**287**
Grand Total		**697**

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Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Assessment	6
Assigned	27
Awaiting Customer	1
In Development	3
In Work	24
Pending Prod Approval	2
Rework	5
System Test	1
Grand Total	**69**

All SRs by Status

(Includes Closed, Completed after 02/01/21)

Status	Count of Status
Acceptance Testing	6
Assessment	49
Assigned	339
Awaiting Customer	68
Closed	59
Completed	505
Hold	6
In Development	8
In Work	185
Pending Prod Approval	8
Rework	11
System Test	23
Grand Total	**1267**

CAPPS HR/Payroll Trend Report – Service Requests

Feb. 2020 – Feb. 2021

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Status	FEB 2020	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB 2021	Totals
Opened	589	634	583	474	504	784	640	826	751	590	522	660	468	**8025**
Closed	583	627	584	475	562	674	520	935	784	581	526	686	564	**8101**

Monthly trend for SR's opened and closed

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